

RIDE CONNECTION POSITION DESCRIPTION MOBILITY SPECIALIST – WILSONVILLE (SMART)

Position Title:	Mobility Specialist
Position Reports To:	RideWise Supervisor
Full-Time Equivalent:	100%
Positions Supervised:	Volunteer Ride Ambassadors
Status:	Non-Exempt Level 6

Position Summary

The Mobility Specialist implements and coordinates service delivery in Wilsonville through the RideWise Travel Training & Mobility Support Program. The RideWise program is a coordinated, comprehensive approach to enhancing an individual's knowledge and ability to access appropriate transportation options independently. The Mobility Specialist must work independently and manage multiple projects assigned by the RideWise Supervisor.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values:

- Recognize, nurture and appreciate our staff and volunteers.
- Maintain collaborative relationships with Network Providers.
- Deliver safe, personalized and accessible transportation services.
- Assure honest, reliable and accountable business relationships.

Teamwork – Exhibits spirit of cooperation, showing adaptability and flexibility in work groups and with volunteers. Supports team goals, assists co-workers and shows appreciation for others.

Respect and Caring – Consistently interacts with others in a courteous and professional manner. Maintains confidentiality.

Effective Use of Resources – Uses all resources of office and position effectively. Makes efficient use of the time and talents of others. Does not waste materials, supplies or time.

Initiative – Shows independence and initiative. Demonstrates creativity in problem solving, contributing new ideas and solutions.

Leads by example

Major Duties and Responsibilities

- Responsible for service delivery through the RideWise Travel Training & Mobility Support programs
- Ensures completion of intake and assessment on individuals interested in receiving travel instruction is completed in accordance with established program requirements
- Ensures level of support customers receive is appropriate to the needs of the individual customer in a safe, consistent manner
- Identifies and addresses:
 - Needs of customers, community partners and stakeholders
 - Opportunities to improve or modify service delivery
- Completes all reports and related documentation as required
- In partnership with SMART representatives, develops and maintains collaborative partnerships with local organizations to facilitate outreach for the RideWise Travel Training & Mobility Support program
- Presents Ride Connection and SMART publicly by making formal and informal presentations at community meetings, events or other appropriate venues to diverse audiences
- Develops, maintains and enhances relationships with Ride Connection and SMART staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection and SMART service is treated with dignity, respect and patience
- Participates as a member in relevant team and committee meetings
- Participates in required training programs and attends all staff meetings as required
- In representing Ride Connection and SMART, ensures a positive, professional image is fostered and maintained
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- BA Degree in a related field with a minimum of three years of progressively responsible experience directly related to the duties and

responsibilities specified. Additional education may be substituted for experience, and educational qualifications may be waived depending on work history

- Knowledge of the Americans with Disabilities Act (ADA) as it relates to public transport
- Demonstrated training skills, comfortable leading groups of people, and speaking in front of people
- Demonstrated skills in group facilitation and effective public speaking
- Strong interpersonal skills that allow effective working relationships with a diversity of people
- Experience working with older adults and people with disabilities
- Ability to pass a National Criminal Record Check which includes fingerprint identification
- Ability to access reliable transportation
- Maintain a driving record that meets or exceeds Ride Connection's driver standards
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Ability to meet prescribed deadlines
- Ability to organize and manage time effectively
- Ability and willingness to work occasional evenings and weekends
- Ability to adapt to a rapidly changing environment

Preferred Qualifications

- Familiarity with Portland Metropolitan area public transit system
- Working knowledge/experience with paratransit eligibility processes
- Bilingual

Physical Requirements

- Repetitive motion, prolonged sitting and standing
- Extensive visual/hearing involvement
- Exposure to outside environment including heat, cold and rain
- Frequent lifting of items from below the knees or above the shoulders
- Ability to lift up to 40 pounds

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.